

<p align="center"><b>5 SERVICE TO THE CLIENT</b></p>	<p align="center">Page 1 of 1</p>
<p align="center"><b>Department of Forensic Science</b></p> <p align="center"><b>QUALITY MANUAL</b></p>	<p>Amendment Designator: A</p>
	<p>Effective Date: 1-February-2006</p>
<p align="center"><b>5 SERVICE TO THE CLIENT</b></p> <p>The Department will provide “value added” services to its clients through the following:</p> <ul style="list-style-type: none"> <li>• Developing and maintaining good working relationships with clients.</li> <li>• Clarifying requested examinations when the request is ambiguous.</li> <li>• Discussing requested examinations and suggesting possible changes in the request to provide more relevant and/or more probative information.</li> <li>• Maintaining contact with the client during lengthy examinations to report progress or delays, as appropriate.</li> <li>• Providing technical advice, guidance, and assistance in matters related to examinations, e.g., the proper packaging of evidence or suggestions for questions to be posed during court testimony.</li> <li>• Providing explanations, clarifications, elaborations, and interpretations of the results presented in the Certificate of Analysis (CoA), and the examinations performed to support those results.</li> <li>• Proactively seeking feedback from clients that may be used to improve the quality system and technical operations.</li> <li>• Presenting seminars and training sessions.</li> </ul> <p align="right">► End</p>	